

Web Accessibility at SF State: An ATI Case Study

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About Us

Disability Programs and Resource Center

The DPRC collaborates with SF State's diverse community to ensure that all aspects of campus life -- learning, working and living -- are universally accessible. The DPRC provides the University with resources, education and direct services in order that people with disabilities may have a greater opportunity to achieve social justice and equity.



About Us

Academic Technology

The Academic Technology unit supports the integration of technology into teaching and learning at SF State, in both physical and virtual environments. This support includes:

- Integrating classroom teaching and learning technologies
- Integrating online teaching and learning components into curriculum (LMS, e-Portfolios, video streaming, etc.)
- Faculty development, training, and support
- Technology classroom reservations and media services



Web Accessibility at SF State: An ATI Case Study

- Introduction
- Accessible Technology Initiative(ATI)
- SF State
- Conclusion
- Q&A



Introduction

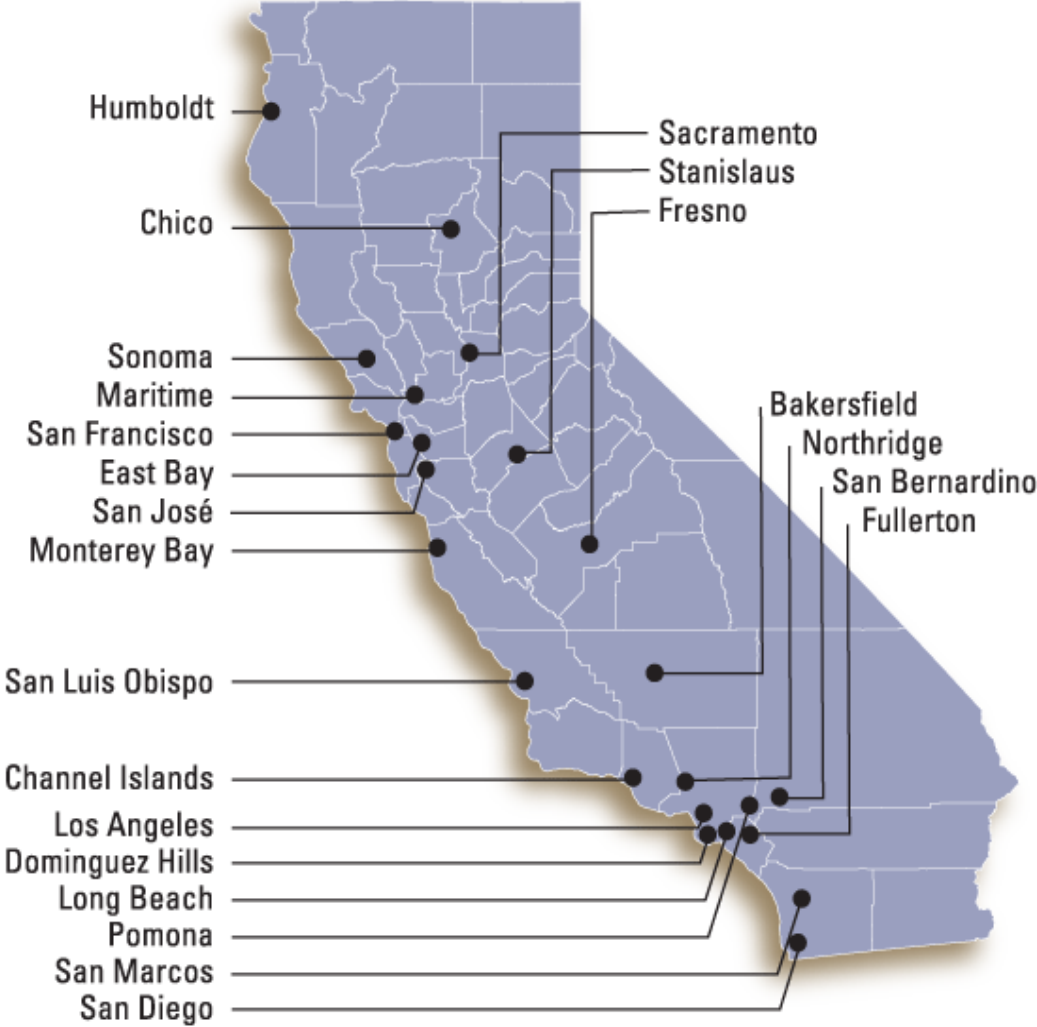


Introduction: CSU

San Francisco State University (SF State) is part of California State University (CSU), the largest system of higher education in the country, granting bachelor's, master's degrees and Ph.D.'s. CSU comprises 23 campuses and approximately 450,000 students.



Introduction: CSU Campuses



Introduction: About SF State

Students

- Over 30,000 students are enrolled
- Nearly 10,000 extended learning students
- Over 100 languages are spoken by students
- Approximately 700 students with disabilities per semester

Faculty and Staff

- Over 1, 700 faculty
- Over 2,000 staff
- Around 100 faculty and staff with disabilities

Web sites

- Approximately 300 SF State departments/administrative units have a web presence



The Accessible Technology Initiative



ATI: What is it?

‘It is the policy of the CSU to make information technology resources and services accessible to all CSU students, faculty, staff and the general public regardless of disability.’

<http://www.calstate.edu/accessibility/>



ATI: 3 priorities

- Web Accessibility
- Instructional Materials Accessibility
- Accessible Electronic and Information Technology (E&IT) Procurement



SF State Case Study



Case Study: Overview

- Implications/benefits
- Setting up ATI on campus
- Assessing a sample of web sites
- Creating a Web Access Implementation Plan
- Lessons learned



Case Study: Implications

- ATI makes Web Accessibility a campus-wide issue
- Building collaborative campus culture - web access
- Focus on users, not just legislation

‘The SF State ATI is a reflection of the University’s ongoing commitment to equity and social justice, ensuring full and equal access to electronic and information technology to individuals with disabilities regardless of the disability.’



Case Study: Setting Up ATI

- Create Workgroups
- Create Task Force
- Build ATI Website for SF State

Case Study: Setting Up ATI

Create Workgroups

Representation within the Web Access Workgroup

- Disability Services
- Information Technology
- Academic Technology
- Faculty
- Administrators
- Communications
- Student Representative



Case Study: Setting Up ATI

Create Task Force

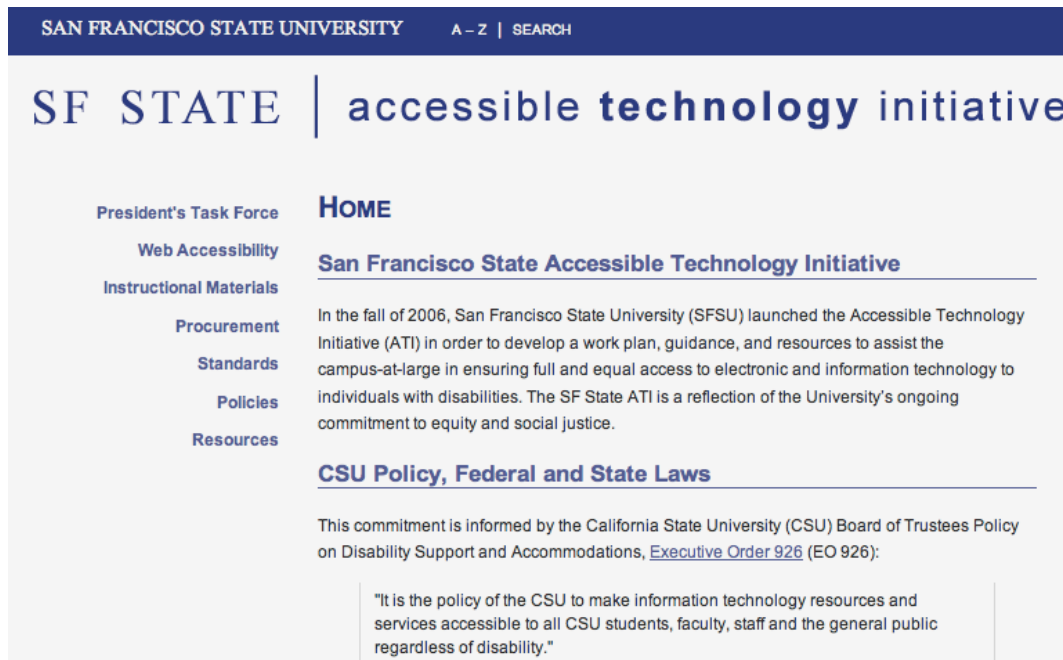
- Letter from the Campus President 2006
- Launch Event – Meeting of Task Force and Workgroup Members



Case Study: Setting Up ATI

ATI Website for SF State

<http://www.sfsu.edu/access>



SAN FRANCISCO STATE UNIVERSITY A - Z | SEARCH

SF STATE | accessible technology initiative

President's Task Force
Web Accessibility
Instructional Materials
Procurement
Standards
Policies
Resources

HOME

San Francisco State Accessible Technology Initiative

In the fall of 2006, San Francisco State University (SFSU) launched the Accessible Technology Initiative (ATI) in order to develop a work plan, guidance, and resources to assist the campus-at-large in ensuring full and equal access to electronic and information technology to individuals with disabilities. The SF State ATI is a reflection of the University's ongoing commitment to equity and social justice.

CSU Policy, Federal and State Laws

This commitment is informed by the California State University (CSU) Board of Trustees Policy on Disability Support and Accommodations, [Executive Order 926](#) (EO 926):

"It is the policy of the CSU to make information technology resources and services accessible to all CSU students, faculty, staff and the general public regardless of disability."



Case Study: Assessing A Sample

- Purpose:
taking the temperature of web accessibility on campus
- Assessing sites
- Identifying problems and trends



Case Study: Assessing A Sample

Assessing the sites

- chose sample (50 pages) – ran automated assessment
- chose sub sample (12 pages) – manual assessment
- identified accessibility barriers
- made recommendations for remediation plans

Case Study: Assessing A Sample

Analyzing the assessment

- Identified common accessibility problems
 - Images /alternate text
 - forms
 - data tables
 - dynamic menus
 - 'skip to content' links
- Identified trends
 - Global / local fixes
 - Simple/ complex fixes
 - Decentralized campus
 - Enterprise/individual sites



Case Study: Implementation Plan

- Assessment
- Training
- Communication

Case Study: Implementation Plan

Assessment

- Procedures for assessment

- prioritizing sites

- who does which task

- working with site owners to complete assessments

- resources to support site owners/maintainers



Case Study: Implementation Plan

Training

- Level of knowledge about web accessibility
- Target learners
- Formal training: online and face to face
- Informal training: job aids
- Add accessibility modules to existing course
- Community support e.g. online forum, library, discussions



Case Study: Implementation Plan

Communication

- Decide on main accessibility message/s
- Co-ordinate with Instructional Materials and Procurement
- Communicate via Access web site, email etc
- Presentations and information sessions for administrators



Lessons Learned

- Assessing Websites
- Communication
- Buy-In
- CSU-wide approach

Assessing web sites

- Assessing web sites
- manual assessment more accurate than automated checks
- build partnership by working with web designers
- a collaborative approach worked well
- create a good procedure for manual assessment



Conclusion

- Starting from scratch is easier than retrofitting
- Institutionalizing accessibility
- Technical fixes are not enough

Communication

- Communication
- Use a centralized project management tool e.g. LMS for communication between work groups
- Reporting back to other groups on campus helps to promote work



Buy-in

- Identify the stakeholders
- Include accessibility in staff development, trainings etc
- Include accessibility in Academic program offerings



System-wide approach

- administrative backing – Chancellor's Office and Campus President helps
- campuses can share resources campuses can share knowledge
- system-wide solutions can be purchased at an enterprise-level discount
- Can do training at a system-wide level
- Central body can give guidance – rather than 23 campuses 'inventing the wheel'



System-wide approach continued

- Ideally would provide monetary resources for the project, or at least release time for working on these issues.
- Can set baseline standards across the system – as making contracts eg. For buying LMS
- standard-testing system-wide
- can compare results between different campuses
- Testing Lab at Chancellors Office for testing hardware/software for all 23 campuses



Conclusion



Conclusion

- Starting from scratch is easier than retrofitting
- Institutionalizing accessibility
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Q & A



Resources

- Section 508 – Federal Legislation
<http://www.calstate.edu/accessibility/section508/>
- California Code – State Legislation
<http://www.calstate.edu/accessibility/section508/>
- California State University – Executive Order 926 (EO 926)
http://www.calstate.edu/accessibility/section508/section_508_FAQs.shtml#Q5
- Accessible Technology Initiative – 2006
- Coded memorandum is a work plan for carrying out EO 926
<http://www.calstate.edu/acadaff/codedmemos/AA-2007-16>
- Firefox Accessibility Toolbar
- Manual Checks Instrument

